

Supportive Services Survey of Workforce Investment Board Programs

DRAFT

(please fill-in the blank)

Response from: Central Region Workforce Investment Area

The Missouri Training and Employment Council is currently developing a “State of the Workforce” report for Missouri. This report will be a foundation on which to build the implementation plan for meeting the needs of business and industry while serving individuals with the best programs that can be developed. Because “supportive services” are essential for individuals transitioning from low skill/low wage jobs or from welfare-to-work, and because understanding supportive services needs are important for both strategic planning and program development, we are asking for your help by completing this survey of supportive services among local Workforce Investment Areas.

We ask that your interpretation of the term “supportive services” be general and broad. By this we mean: **“any intervention by your staff for providing to clients either a specific single need (such as transportation to work) or multiple phases of services (such as may be required for counselling or substance abuse).”** The most important element in your response to our questions is that you depict only supportive services that are NOT provided by program funds; rather they are above and beyond what is normally provided and funded by the various funding streams for your Career Center. For example, we already know that certain child care payments are eligible expenses from Temporary Assistance for Needy Families funds (TANF). We are asking not about that program, rather how you may be providing a program to offer child care that is above and beyond those payments. How you fill the gap in the need for child care beyond your funding. Another example, some transportation payments are also made out of TANF funds, we know this. We ask rather, do you have a program that uses a consortium of agencies to purchase a car that is used for client transportation? We are looking for excellent ideas, **“best practices”** to provide services beyond the typical funding stream and fill the gap between client needs and funding levels.

1) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

TRANSPORTATION “best practices:” (Please respond as follows)

Program or Strategy: _____ (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

The Lake Sub-Region has two vans they use to provide transportation services for their WIA/TANF customers. Which is funded by TANF and WIA dollars. They also use Missouri Ozark Community Action (MOCA) who provides transportation Services to assist customers to get them to work, doctor’s appointment, and to the one stop center. Another partner is the OATS who provides transportation under their guidelines.

The Meramec Sub-Region has two vans to transport customers to the one stop center and to work and classes. They also work with MOCA for limited assistance to assist customers for work, school, and confirmed doctor appointments.

The Mid-MO Sub-Region refers customers to the OATS for access to the career center.

Unique **local resources** applied to this need:

MOCA, OATS, WIA and TANF providers

Funding source/sources for this program: (providing the amount is optional)

MOCA, OATS, WIA and TANF providers

2) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

CHILD CARE “best practices:” (Please respond as follows)

Program or Strategy: _____ (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

In the Lake Sub-Region the sub-contractor has developed a child care play room for small children while their parents apply for work or other services. The room is furnished with toys and a television that plays children’s movies.

The Meramec Sub-Region also has a furnished child care room that must be monitored by the parent or a staff member at all times while the parent is conducting business within the career center.

In the Mid-MO Sub-Region they refer customers to the Child Care Connections and to EduCare who provides information about potential providers and also train folks to be providers of child care services.

Unique **local resources** applied to this need:

WIA and TANF and local grants

Funding source/sources for this program: (providing the amount is optional)

____ Same as above

3) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

HOUSING “best practices:” (Please respond as follows)

Program or Strategy: _____ (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

In the Lake Sub-Region the sub-contractor makes emergency housing referrals to MOCA, the Homeless Shelter and the Battered Women’s shelter for women and children who are abused.

In the Meramec Sub-Region referrals are made to MOCA who accesses funding provided by FEMA to secure temporary shelter, and assist with deposits to prevent eviction. Salvation Army is used as a part of the housing funding and the local ministers association is another referral often used.

The Mid-MO Sub-Region refers to Welcome Home a shelter for Veterans who have substance abuse and are homeless. Also referrals are made to the MO Housing Trust Fund, money can be used to prevent “homelessness”, pay rent, mortgage payments, utilities and deposits can be made using this funding. The customer must be able to continue making their payments. It is ideal for assisting customers who have just gotten a job and need help getting on their feet..

Unique **local resources** applied to this need:

____HDC, Ministerial Alliance, Salvation Army, and WIA

Funding source/sources for this program: (providing the amount is optional)

____WIA, TANF, Salvation Army, Ministerial Alliance, Federal Affairs, Missouri Association for Community Action (MACA) receives the grant for the MHTF and then sub-contract the money to the various community action agencies and in the case the money goes to HDC.

4) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

MENTAL HEALTH “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

____The Lake Sub-Region refers to Pathways and the Community Mental Health Organization.

The Meramec Sub-Region has no free services available for customers. There are local agencies available that charge based on income.

____In the Mid-MO Sub-Region referrals are made to Mid-MO Mentoring Project that targets parent teens.

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

____United Way, grants,

5) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

SUBSTANCE ABUSE “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

____The Lake Sub-Region refers to Pathways and to LACAB, a counseling program that is located in the One Stop that provides drug and alcohol abuse counseling, SATOP and drug testing for employers.

The Meramec Sub-Region refers to Pathways, that base the charge on a sliding scale to the customers income.

Unique **local resources** applied to this need:

__Pathways, and LACAB

Funding source/sources for this program: (providing the amount is optional)

__Pathways and LACAB

6) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

CONTEXTUAL LEARNING “best practices:” (Please respond as follows)

(Contextual learning uses experiences on the job to impart further academic or technical skills and knowledge; learning in the “context” of performing a job).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Lake and Meramec Sub-Regions use the curriculum developed by COPIC to provide enhanced skill levels of employees who are employed by manufacturing companies. In most cases the employees have need for improving their math, measurement and blue print readings skills. The employer pays an hourly rate to reimburse cost of the instructor and teaching materials.

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

__WIA and volunteers.

7) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

EMPLOYER-BASED programs **“best practices:”** (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

OJT and Work Experience as well as direct referrals to employers and input of information into Great Hires to post jobs for referrals.

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

WIA_____

8) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

CREDENTIALLING “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

9) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

MENTORING “best practices:” (Please respond as follows)

(One-on-One case management, or job coaching, or more comprehensive mentoring program).

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

The Lake Sub-Region and Meramec Sub-Region conducts training with employers during worksite orientation to ensure that employers understand that customers placed into program activities generally require more supervision and guidance than more qualified employees. Employers are asked to provide supervisors to act as mentors, ensuring the participants have access to information are trained to develop job tasks. Volunteers in the Learning Lab mentor customers who are there seeking help with their reading and math levels and those who need to learn English as a second language.

Unique **local resources** applied to this need:

___Volunteers and WIA

Funding source/sources for this program: (providing the amount is optional)

WIA_____

10) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for

INDIVIDUAL DEVELOPMENT ACCOUNTS “best practices:” (Please respond as follows)

Program or Strategy: _____(Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

The Mid-MO Sub-Region is in process of using Missourians Building Assets, a financial counseling and matched savings accounts that has to be used for housing, education or starting a new business._____

Unique **local resources** applied to this need:

Application has been made to the City of Columbia but pending at this time.

Funding source/sources for this program: (providing the amount is optional)

Private contributions, State Tax Credits through
MACA

11) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **WHOLISTIC supportive service** programs **“best practices:”** (Please respond as follows) (“Wholistic” programs are designed to approach all aspects of supportive services needs, rather than one or two priority needs. All good customer service is wholistic, but do you have a program as such).

Program or Strategy: _____ (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

12) Does the array of services available in your Career Center include a program or a strategy to meet any gap identified between regular funds and client needs for **OTHER** programs **“best practices:”** (Please repeat for more than one “other” program, respond as follows)

Program or Strategy: _____ (Please feel free to insert a brief narrative to make your response a single document – MS Word software, disregard the limited space provided if needed)

Mid-MO Sub-Region refers to the Dollar More Program for utility assistance.

Unique **local resources** applied to this need:

Funding source/sources for this program: (providing the amount is optional)

Ameren UE customers
